

**Program A: Injured Worker Benefit Protection****OBJECTIVES AND PERFORMANCE INDICATORS**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2002-2003. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document.

The continuation level performance values shown in the following standard performance tables reflect the agency's continuation level budget request.

The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2002-2003. Specific information on program funding is presented in the financial section.

## FY 2002-2003 PROGRAM PERFORMANCE FORM

DEPARTMENT ID: 14- Department of Labor

AGENCY ID: 14-475 Office of Workers' Compensation

PROGRAM ID: Program A: Injured Workers' Benefit Protection Program

### 1. (KEY) To resolve disputed claims before they reach the pre-trial stage. <sup>1</sup>

Strategic Link: *Office of Workers' Compensation, Program A, Goal I - Administer a financially sound system, encourage a safe workplace and administer the resolution of workers' compensation disputes in an efficient, timely, and impartial manner.*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note:

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
S	Number of dockets (caseload) <sup>2</sup>	8,800	10,007	9,000	9,000	9,000	9,000
S	Number of mediations held	5,125	6,216	5,000	5,000	5,750	5,750
K	Percentage of mediations resolved prior to pre-trial <sup>3</sup>	40%	26%	40%	40%	40%	40%
K	Average days required to close 1008 disputed claims <sup>4</sup>	180	280	180	180	180	180
K	Percentage of claims resolved within six months of filing <sup>4</sup>	65%	52.6%	65%	65%	65%	65%

<sup>1</sup> This objective was formerly stated as: "To resolve or adjudicate 40% of workers' compensation disputes" (or lawssuits) in a fair and expeditious manner before they reach the pre-trial stage.

<sup>2</sup> The indicator "number of dockets" includes new 1008 claims and new 1011 settlements. The 1008 form is used by the Office of Workers' Compensation to initiate a disputed workers' compensation claim or lawsuit. Many of these claims are settled or are resolved completely without going to trial. In addition, the 1011 claim form is the Office of Workers' Compensation form filed to settle a workers' compensation claim not in litigation, which the workers compensation judge may or may not approve.

<sup>3</sup> This does not reflect the large number of partial resolutions, where some or most of the disputes in a claim are resolved through mediation. A full resolution is when all disputes within a claim are resolved and the claim is dismissed.

<sup>4</sup> We request the elimination of this performance indicator.

## FY 2002-2003 PROGRAM PERFORMANCE FORM

DEPARTMENT ID: 14- Department of Labor

AGENCY ID: 14-475 Office of Workers' Compensation

PROGRAM ID: Program A: Injured Workers' Benefit Protection Program

2. (SUPPORTING) The Medical Services Section will resolve 100% of the medical disputes filed within 45 days of receipt.

Strategic Link: *Office of Workers' Compensation, Program A, Goal 1--Administer a financially sound system, encourage a safe workplace and administer the resolution of workers' compensation*

Louisiana: *Vision 2020 Link:* Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note:

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
S	Number of medical disputes resolved	1,133	1,026	1,246	1,246	1,246	1,246

## FY 2002-2003 PROGRAM PERFORMANCE FORM

DEPARTMENT ID: 14- Department of Labor

AGENCY ID: 14-475 Office of Workers' Compensation

PROGRAM ID: Program A: Injured Workers' Benefit Protection Program

### 3. (KEY) The Fraud Section will complete 85% of all investigations initiated.

Strategic Link: *Office of Workers' Compensation, Program A, Goal I - Administer a financially sound system, encourage a safe workplace and administer the resolution of workers' compensation disputes in an efficient, timely, and impartial manner.*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note:

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
S	Number of investigations initiated	3,200	3,033	3,200	3,200	3,100	3,000
K	Percentage of initiated investigations completed	85%	88.35%	87%	87%	87%	90%

## FY 2002-2003 PROGRAM PERFORMANCE FORM

DEPARTMENT ID: 14- Department of Labor

AGENCY ID: 14-475 Office of Workers' Compensation

PROGRAM ID: Program A: Injured Workers' Benefit Protection Program

### 4. (KEY) Workplace Safety section will conduct safety compliance inspections of targeted at-risk employers. <sup>1</sup>

Strategic Link: Office of Worker's Compensation, Program A: Goal 1: Administer a financially sound system, encourage a safe workplace and administer the resolution of Workers' compensation disputes in an efficient, timely, and impartial manner.

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note:

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
S	Number of targeted at-risk employers <sup>2</sup>	600	600	400	400	600	600
K	Number of Targeted at-risk employers inspected	498	501	332	332	504	504
K	Percentage of at-risk employers inspected	83.0%	83.5%	83.0%	83.0%	84.0%	84.0%
K	Number of targeted at-risk employers found to be non-compliant	298	163	199	199	202	202
K	Percentage of revisited employers needing safety assistance	60%	45%	60%	60%	40%	40%
S	Number of recurrent violators <sup>3</sup>	N/A	163	25	25	30	30

<sup>1</sup> This objective was formally stated as "The Safety and Health Section will conduct safety compliance inspections of targeted at-risk employers".

<sup>2</sup> Targeted at risk employers are those that have incidence rates higher than their Standard Industrial Classification (SIC) .

<sup>3</sup> A recurrent violator is an employer who was targeted, visited, found to be compliant, and ultimately approved as compliant during the previous three years; and who was once again been targeted, visited and found to be non-compliant during the current year. This data was collected in the past. The information shown in the "Yearend Performance Standard" and "Actual Yearend Performance" columns is from an indicator titled "Number of revisits." This new indicator (Number of Recurrent Violators) replaces "Number of revisits."

<sup>4</sup> Why did the "Targeted At-risk Employers Inspected" go from 332 to 504? The "Targeted At-risk Employers Inspected" went from 332 to 504 because this office was experiencing difficulties in the area number is tied directly to the number of employees we have available to make employer visits. Since that time they have been allowed to increase their staff.

Why did the "Percentage of Revisited Employers Needing Safety Assistance" go from 60% to 40%? The "Percentage of Revisited Employers Needing Safety Assistance" went from 60% to 40% because this number is strictly an estimate. Since it is unknown if an employer will pass the inspection the first time, we derive this figure based on the percentage from the prior year.

This number could change based on the skill of our consultants in pointing out employer deficiencies and providing advice for corrective action. It could also change based on the employer's ability/desire to implement corrective actions cited by the consultant.

## FY 2002-2003 PROGRAM PERFORMANCE FORM

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AGENCY ID: 14-475 office of Workers' Compensation

PROGRAM ID: Program A: Injured Workers' Benefit protection Program

5. (Key) The Workplace Safety section will respond to 90% of requests received from high hazard private employers within 60 days of request. <sup>1</sup>

Strategic Link: Office of Workers' Compensation, Program A: Goal 1: Administer a financially sound system, encourage a safe workplace and administer the resolution of workers' compensation disputes in an efficient, timely, and impartial manner.

Louisiana: Vision 2020 Link: N/A

Children's Cabinet Link: N/A

Other Link(s): N/A

Explanatory Note:

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
S	Number of requests received	132	443	250	250	365	365
K	Total number of visits	625	626	641	641	642	642
K	Total visits closed	625	516	641	641	642	642
K	Average number of days between requests and visits to high hazard employers with employment between 1-500	50	26	45	45	45	45
K	Average number of days from visit close to case closure	50	50	50	50	49	49
K	Percentage of high hazards initial visit requests received <sup>2</sup>	90	83	90	90	90	90
S	Number of consultation inquiries <sup>2</sup>	500	625	500	500	562	562
K	Percentage of facilities requesting customized program consultation assistance, training, and onsite services <sup>2</sup>	100	100	100	100	100	100

<sup>1</sup> This objective was formerly stated as: The Occupational Safety and Health Administration (OSHA) Consultation section will respond to 90% of requests received from high hazard private employers having fewer than 500 employees, and identify serious hazards and imminent dangers at 90% of the facilities requesting customized program assistance and training within 45 days of the request.

<sup>2</sup> Request elimination of these performance indicators.

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DEPARTMENT ID: 14 - Department of Labor

AGENCY ID: 14-475 Office of Workers' Compensation

PROGRAM ID: Program : Injured Workers' Benefit Protection Program

GENERAL PERFORMANCE INFORMATION: TOTAL RECORDABLE CASE RATE <sup>1</sup>					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Reporting employer total recordable incidence rate	1.78	1.77	1.52	1.68	1.64
Total recordable cases <sup>1</sup>	6,900	7,250	6,200	6,275	6,789
Number of employers reporting	32,766	32,771	32,771	32,755	34,590

Explanatory Note: The Total Lost Workdays Case Rate is the ratio of lost workday cases to the number of man hours worked compared to a base of 200,000 man hours. This figure is an average for all reporting employers.

<sup>1</sup> "Total Recordable Cases" should actually read "Total Lost Workdays Cases" and "Total recordable Case Rate" should read "Total Lost Workdays Case Rate".